

DTS Enterprise Incident Report August 2011

As of 9/6/2011

Insurance

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Insurance	1	195	1	197
	1	142	0	143
Customer Company Total	1	195	1	197
	1	142	0	143

DTS Enterprise Incident Report August 2011

As of 9/6/2011

Insurance

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Insurance	1 0	195 41	1 1	197 42
Customer Company Total	1 0	195 41	1 1	197 42

DTS Enterprise Incident Report August 2011

As of 9/6/2011

Insurance

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Insurance	1 0.00	195 1.66	1 4.12	197 1.67
Customer Company Total	1 0.00	195 1.66	1 4.12	197 1.67

DTS Enterprise Incident Report August 2011

As of 9/6/2011

Insurance

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Insurance	1 0	195 27	1 1	197 28
Customer Company Total	1 0	195 27	1 1	197 28

DTS Enterprise Incident Report August 2011

As of 9/6/2011

Insurance

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Insurance	1 0.00	195 3.74	1 4.12	197 3.73
Customer Company Total	1 0.00	195 3.74	1 4.12	197 3.73

DTS Enterprise Incident Report August 2011

As of 9/6/2011

Insurance

Detail

INC000000338394	Ramona Goodwin Capitol Desktop Support	Network Peter Musser	Password Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.29
INC000000340731	Grace Reinhart Capitol Desktop Support	Application Peter Musser	Reporting Insurance	Citrix ICA Client Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.76 7.56
INC000000340796	Grace Reinhart Capitol Desktop Support	Network Peter Musser	Incident Insurance	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.08 6.87
INC000000344377	Terisa Anderson Capitol Desktop Support	Application Paul Ross	Error Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.85 2.40
INC000000345193	Richard Grieser Application Support	Application Garry Gregson	Error Insurance	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.54 6.65
INC000000345330	Teresa Trusty Application Services	Application Tony Larsen	Error Insurance	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.43 57.73
INC000000347507	Adam Martin Application Support	Application Garry Gregson	Error Insurance	SIRCON Commercial Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	120.75 120.75
INC000000348440	Clarissa Crisp Application Services	Application Tony Larsen	None Insurance	TeamMate Audit System Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	56.19 56.57
INC000000353815	Hermoliva Abejar Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 0.50
INC000000354420	Weimei Ye Application Services	Application Ken Ainge	Error Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 5.26
INC000000354743	Brandon Thomas Application Services	Application Tony Larsen	Error Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.51 35.46
INC000000355352	Shane Sadler Application Services	Application Tony Larsen	Error Insurance	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 3.38
INC000000355900	Betsy Jerome Application Services	Application Tony Larsen	Error Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.11 22.27
INC000000356031	Shane Sadler Capitol Desktop Support	Application Paul Ross	Password Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.58 2.00
INC000000356054	Jenifer Christian Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.40 1.76
INC000000356189	Michelle M White Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.54 0.54

DTS Enterprise Incident Report August 2011

As of 9/6/2011

Insurance

INC000000356306	Clarissa Crisp Application Services	None Tony Larsen	None Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	4.73 12.60
INC000000356413	Shane Sadler Capitol Desktop Support	Network Paul Ross	Error Insurance	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.07 5.99
INC000000356799	Virgina Dawes Help Desk	Application Vicky Marrelli	Error Insurance	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000357289	Diane Perucca Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000357336	Virgina Dawes Capitol Desktop Support	PC/Laptop Paul Ross	Hardware Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.53 0.53
INC000000357412	Virgina Dawes Capitol Desktop Support	Application Paul Ross	None Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	4.07 6.58
INC000000357476	Jenifer Christian Capitol Desktop Support	Print/Copy/Scan/Fax Peter Musser	None Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.64 2.64
INC000000357503	Jenifer Christian Capitol Desktop Support	Application Paul Ross	Password Insurance	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.59 2.59
INC000000357505	Jenifer Christian Capitol Desktop Support	Application Paul Ross	None Insurance	PGP Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.56 2.56
INC000000357941	Betsy Jerome Capitol Desktop Support	Application Paul Ross	Reporting Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.49 3.37
INC000000358005	Jenifer Christian Capitol Desktop Support	None Scott Wunderlich	None Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.72 2.72
INC000000358007	Suzette D Green-Wright Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000358009	Tanji Northrup Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000358110	Joyce Maher Capitol Desktop Support	Print/Copy/Scan/Fax Paul Ross	Incident Insurance	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.80 1.80
INC000000358522	Dan Applegarth Help Desk	Application Vicky Marrelli	Error Insurance	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.14
INC000000358525	Armand Glick Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000358576	Suzette D Green-Wright Help Desk	Network Brenda Treadway	Error Insurance	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

DTS Enterprise Incident Report August 2011

As of 9/6/2011

Insurance

INC000000358584	Dan Applegarth Capitol Desktop Support	Application Paul Ross	Reporting Insurance	PGP Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.51 3.54
INC000000358751	Richard Grieser Application Support	None Garry Gregson	None Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.12 10.98
INC000000358849	David Flores Capitol Desktop Support	Application Paul Ross	Error Insurance	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.53 3.64
INC000000358860	Weimei Ye Help Desk	PC/Laptop Brenda Treadway	Error Insurance	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359101	Jilene Whitby Capitol Desktop Support	PC/Laptop Paul Ross	Error Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.15 1.15
INC000000359140	Gail Fielding Application Services	None Tony Larsen	None Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.16 4.05
INC000000359144	Donald Catmull Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359148	Suzette D Green-Wright Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359153	Jilene Whitby Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359155	Richard Grieser Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359157	William Stimpson Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359169	David Flores Capitol Desktop Support	Network Paul Ross	Performance Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.14
INC000000359299	Betsy Jerome Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359302	Donald Catmull Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000359357	Richard Grieser Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 1.30
INC000000359367	William Stimpson Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 1.19
INC000000359455	Carrie Monnier Capitol Desktop Support	PC/Laptop Paul Ross	Virus Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 1.18

DTS Enterprise Incident Report August 2011

As of 9/6/2011

Insurance

INC000000359845	Eric Showgren	None	None	None		TIR Missed:	No	TIR:	0.41
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	2.20
INC000000359852	Heidi Petermann	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.42
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	4.03
INC000000359869	William Stimpson	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.82
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.82
INC000000359935	Jenifer Christian	Network	Virus	None		TIR Missed:	No	TIR:	0.94
	Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.94
INC000000359939	Betsy Jerome	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.26
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.26
INC000000360038	Colette Sawyer	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.12
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	3.46
INC000000360052	Linda Hardy	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.38
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.68
INC000000360093	Carrie Monnier	None	None	None		TIR Missed:	No	TIR:	0.90
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.90
INC000000360144	Brad Tibbitts	None	None	None		TIR Missed:	Yes	TIR:	8.64
	Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed:	Yes	TTR:	14.93
INC000000360150	Teresa Trusty	None	None	None		TIR Missed:	No	TIR:	0.44
	Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.44
INC000000360157	Teresa Trusty	None	None	None		TIR Missed:	No	TIR:	0.37
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.37
INC000000360163	Gail Fielding	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000360165	Shane Sadler	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.20
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	4.31
INC000000360167	Gail Fielding	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000360174	Jilene Whitby	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000360176	William Stimpson	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000360178	Jordan Tolman	Application	Reporting	None		TIR Missed:	No	TIR:	0.15
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.15

DTS Enterprise Incident Report August 2011

As of 9/6/2011

Insurance

INC000000360180	Jilene Whitby Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000360212	David Gaines Capitol Desktop Support	Network Paul Ross	Incident Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 1.23
INC000000360257	Jaimee George Capitol Desktop Support	PC/Laptop Paul Ross	Error Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.45 6.55
INC000000360374	Mark Kleinfeld Capitol Desktop Support	PC/Laptop Paul Ross	Performance Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 5.40
INC000000360410	Colette Sawyer Capitol Desktop Support	Application Paul Ross	None Insurance	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 1.97
INC000000360426	Daryl Bell Application Services	Application Tony Larsen	Reporting Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.82 12.18
INC000000360723	Colette Sawyer Application Services	Application Martin Gonzalez	Error Insurance	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.32 37.58
INC000000360772	Jaimee George Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000360778	Weimei Ye Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000360785	Mark Kleinfeld Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000360929	Colette Sawyer Application Support	Application Scott VanderLinden	Reporting Insurance	PGP Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.92 4.57
INC000000360957	Betsy Jerome Help Desk	Application Vicky Marrelli	Reporting Insurance	Cisco AnyConnect VPN Client Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000360961	Adam Martin Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000360972	Jilene Whitby Capitol Desktop Support	PC/Laptop Paul Ross	None Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.37 4.14
INC000000360993	Linda Hardy Capitol Desktop Support	PC/Laptop Paul Ross	Hardware Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.09 1.63
INC000000361023	Richard Grieser Capitol Desktop Support	PC/Laptop Paul Ross	None Insurance	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.98 3.58
INC000000361159	Linda Hardy Capitol Desktop Support	PC/Laptop Paul Ross	None Insurance	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.55 2.12

DTS Enterprise Incident Report August 2011

As of 9/6/2011

Insurance

INC000000361505	Doyle Christensen	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000361509	Betsy Jerome	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000361512	Brad Tibbitts	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000361513	Linda Hardy	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000361515	Jilene Whitby	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000361666	Brad Tibbitts	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000361687	Lorry Herrera	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.59
	Application Support	Scott VanderLinden	Insurance	Low	Closed	TTR Missed:	Yes	TTR:	16.48
INC000000361846	Cathy Burton	Application	Error	None		TIR Missed:	No	TIR:	0.27
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.27
INC000000361899	Nancy Askerlund	Application	Reporting	PGP		TIR Missed:	No	TIR:	0.43
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	1.98
INC000000361913	Ramona Goodwin	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro D Help Desk	John Robinson	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000362015	Armand Glick	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Services	Dustin Crump	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000362019	Linda Hardy	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000362568	Teresa Trusty	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000362575	Jenifer Christian	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000362580	Betsy Jerome	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000362738	Ned Shimizu	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000362742	Michelle M White	Network	Password	None		TIR Missed:	Yes	TIR:	4.12
	Capitol Desktop Support	Paul Ross	Insurance	Medium	Closed	TTR Missed:	Yes	TTR:	4.12

DTS Enterprise Incident Report August 2011

As of 9/6/2011

Insurance

INC000000362921	Eric Showgren	Application	Password	Novell GroupWise	TIR Missed: No	TIR: 0.15
Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed: No	TTR: 0.15
INC000000363057	Anne Stewart	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
Metro D Help Desk	Doug Brown	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000363060	Joyce Maher	Application	Reporting	None	TIR Missed: No	TIR: 0.02
Application Support	Scott VanderLinden	Insurance	Low	Closed	TTR Missed: No	TTR: 0.38
INC000000363281	Michelle M White	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000363331	Cathy Burton	Application	Reporting	None	TIR Missed: No	TIR: 0.98
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.98
INC000000363768	Terisa Anderson	None	None	None	TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000363801	Reed Kartchner	Application	None	PGP	TIR Missed: No	TIR: 0.67
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: Yes	TTR: 8.16
INC000000363924	Gail Fielding	None	None	None	TIR Missed: No	TIR: 0.41
Application Services	Martin Gonzalez	Insurance	Low	Closed	TTR Missed: Yes	TTR: 10.02
INC000000363942	Allen Hart	Application	Error	TeamMate Audit System	TIR Missed: Yes	TIR: 13.14
Application Services	Ken Ainge	Insurance	Low	Closed	TTR Missed: Yes	TTR: 13.14
INC000000364169	Shane Sadler	Application	Error	None	TIR Missed: No	TIR: 0.00
Metro D Help Desk	John Robinson	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000364171	Cathy Burton	Application	Error	Adobe Acrobat	TIR Missed: No	TIR: 0.70
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 4.65
INC000000364211	Sandy Glaze	Application	Error	None	TIR Missed: Yes	TIR: 13.58
Application Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: Yes	TTR: 14.15
INC000000364330	Jilene Whitby	Application	Reporting	None	TIR Missed: No	TIR: 0.35
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 4.21
INC000000364401	Silmara Charlesworth	PC/Laptop	Hardware	None	TIR Missed: Yes	TIR: 1.65
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 1.65
INC000000364831	David Flores	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000364839	Mary Dy	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000364918	Julie Ann Chytraus	None	None	None	TIR Missed: No	TIR: 0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR: 0.00

DTS Enterprise Incident Report August 2011

As of 9/6/2011

Insurance

INC000000365037	Laura Shepherd	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000365040	Sandra Halladay	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000365064	Jilene Whitby	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000365181	Reed Kartchner	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000365238	Troy Stover	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000365427	Beth Crim	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000365492	Terisa Anderson	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.98
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.98
INC000000365513	Jordan Tolman	Network	Error	None		TIR Missed:	No	TIR:	0.69
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	5.82
INC000000365616	Beth Crim	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000365657	Linda Hardy	Network	Error	None		TIR Missed:	No	TIR:	0.28
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	4.24
INC000000365661	Sandy Glaze	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support	Garry Gregson	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000365662	Doyle Christensen	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.21
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.21
INC000000365970	Terisa Anderson	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.56
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.56
INC000000366330	Sandra Halladay	None	None	None		TIR Missed:	No	TIR:	0.04
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.77
INC000000366415	Colette Sawyer	None	None	None		TIR Missed:	No	TIR:	0.48
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	1.63
INC000000366579	Adam Martin	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.25
	Application Support	Scott VanderLinden	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.25
INC000000366593	Kris Redmond	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.03
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.69

DTS Enterprise Incident Report August 2011

As of 9/6/2011

Insurance

INC000000366714	Jenifer Christian	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.98
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	1.19
INC000000367036	Joyce Maher	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000367039	Ross Elliott	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Services	Dustin Crump	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000367314	Doyle Christensen	Application	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000367572	Sandy Glaze	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.41
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.41
INC000000367672	Jordan Tolman	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	James Stearns	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000368052	Karon Hardman	PC/Laptop	None	None		TIR Missed:	Yes	TIR:	1.12
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	1.12
INC000000368385	Cathy Burton	Application	Reporting	PGP		TIR Missed:	No	TIR:	0.35
	Security	Ken Wheeler	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.58
INC000000368514	Cathy Burton	Billing	None	None		TIR Missed:	No	TIR:	0.26
	Capitol Hosting	Curtis Parker	Insurance	Low	Resolved	TTR Missed:	Yes	TTR:	14.53
INC000000368657	Terisa Anderson	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.61
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	1.17
INC000000369160	Jeff Hawley	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.10
	Application Services	Martin Gonzalez	Insurance	Low	Resolved	TTR Missed:	Yes	TTR:	19.64
INC000000369247	Diane Perucca	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000369251	Sandy Glaze	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000369255	Linda Hardy	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000369258	Jeff Hawley	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000369260	Teresa Trusty	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000369263	Jenifer Christian	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00

DTS Enterprise Incident Report August 2011

As of 9/6/2011

Insurance

INC000000369270	Armand Glick	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000369351	Gail Fielding	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000369437	Neal Gooch	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	High	Resolved	TTR Missed: No	TTR: 0.00
INC000000369440	Steven B Price	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.43
	Application Services	Martin Gonzalez	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.66
INC000000369442	Silmara Charlesworth	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000369458	Steven B Price	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.26
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.36
INC000000369569	Joyce Maher	Application	None	Novell GroupWise		TIR Missed: Yes	TIR: 3.50
	Application Services	Martin Gonzalez	Insurance	Low	Resolved	TTR Missed: Yes	TTR: 12.23
INC000000369649	Cathy Burton	Application	Password	PGP		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000369816	Silmara Charlesworth	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.10
	Help Desk	Sarah Johnson	Insurance	Low	Resolved	TTR Missed: No	TTR: 1.03
INC000000370229	Jordan Tolman	Application	Password	Novell GroupWise		TIR Missed: No	TIR: 0.62
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 2.96
INC000000370312	Jake W Garn	Network	Error	None		TIR Missed: No	TIR: 0.97
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.97
INC000000370413	Michelle M White	Telecom	Hardware	None		TIR Missed: No	TIR: 0.06
	Voice/Data/WAN Services	Mitch Hood	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.27
INC000000370640	Gail Fielding	PC/Laptop	Password	None		TIR Missed: Yes	TIR: 1.13
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: Yes	TTR: 6.22
INC000000370875	Jilene Whitby	Application	Reporting	None		TIR Missed: No	TIR: 0.85
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 2.05
INC000000371253	Allen Hart	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.06
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: Yes	TTR: 12.97
INC000000371275	Grace Reinhart	PC/Laptop	Password	None		TIR Missed: No	TIR: 0.38
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.99
INC000000371318	Cathy Burton	None	None	None		TIR Missed: No	TIR: 0.68
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 4.50

DTS Enterprise Incident Report August 2011

As of 9/6/2011

Insurance

INC000000371332	Gail Fielding Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000371375	Jaimee George Application Support	None Garry Gregson	None Insurance	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.70 1.70
INC000000371604	Laura Shepherd Capitol Desktop Support	Application Paul Ross	Error Insurance	Cisco AnyConnect VPN Client Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.15 5.85
INC000000371660	Joyce Maher Capitol Desktop Support	Print/Copy/Scan/Fax Paul Ross	None Insurance	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.72 6.10
INC000000372012	Cathy Burton Capitol Desktop Support	Print/Copy/Scan/Fax Paul Ross	Incident Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.27
INC000000372362	Troy Stover Help Desk	Application Vicky Marrelli	Password Insurance	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372436	David A Stauffer Capitol Desktop Support	Application Paul Ross	Password Insurance	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 3.53
INC000000372470	Mary Dy Metro D Help Desk	Network Jed Patrick	Password Insurance	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000372726	Sandra Halladay Capitol Desktop Support	Application Paul Ross	Error Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.48 0.59
INC000000372860	Joyce Maher Application Support	None Fahim Gilani	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 8.91
INC000000373000	David Flores Capitol Desktop Support	Application Paul Ross	Error Insurance	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.62 1.18
INC000000373208	Sandy Glaze Application Support	None Sam Howlett	None Insurance	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.82 1.82
INC000000373210	Carrie Monnier Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.28 1.28
INC000000373212	Allen Hart Capitol Desktop Support	None Paul Ross	None Insurance	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000373302	Jilene Whitby Capitol Desktop Support	Application Paul Ross	Password Insurance	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.90 0.90
INC000000373330	Steven B Price Application Support	None Sam Howlett	None Insurance	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.17 1.17
INC000000373393	Brett Barratt Voice Operations	Telecom Kelly Johnson	Feature Insurance	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.48 0.65

DTS Enterprise Incident Report August 2011

As of 9/6/2011

Insurance

INC000000373395	Steven B Price	None	None	None		TIR Missed: No	TIR: 0.00
	Application Support	Garry Gregson	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000373425	David Snowball	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000373429	Travis Wegkamp	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000373431	Sandy Glaze	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000373450	Betsy Jerome	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000373476	Julie Ann Chytraus	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000373539	Jenifer Christian	Application	Error	Novell Messenger		TIR Missed: Yes	TIR: 2.12
	Application Services	Martin Gonzalez	Insurance	Low	Resolved	TTR Missed: No	TTR: 2.88
INC000000373704	Anne Stewart	Application	Error	None		TIR Missed: No	TIR: 0.66
	Application Support	Garry Gregson	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.66
INC000000373760	Sandy Glaze	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.11
	Metro D Help Desk	Jed Patrick	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.11
INC000000373916	Sandra Halladay	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.19
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.41
INC000000374138	Sandra Christensen	Network	Error	SIRCON For States		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	John Robinson	Insurance	Low	Resolved	TTR Missed: No	TTR: 0.00